In the claims:

All of the claims standing for examination are presented below with appropriate status indication.

1-28. (Canceled)

29. (Currently amended) A method for assigning tasks to agents in a service center based on an agent skill set required to service individual tasks, the method performed by software executing from a computerized ~~server~~ appliance, comprising steps of;

 (a) receiving a task at a server operating within the service center;

 (b) preparing the task for service by determining the agent skill set that would be best suited for responding to the task,

 (c) building a skill table of all available agents having skills at least partially matching the determination of skills needed to service the task in step (b), wherein the skill table is organized by skill sets that include all skills possessed by the agents;

 (d) determining from the skill table of available agents all agents qualified to service the task;

 (e) selecting an agent least qualified to service the task from the agents determined to be qualified to service the task and assigning the task to the selected agent; and

 (f) servicing the task by the selected agent utilizing at least a portion of the skills listed in the skill table.

30. (Canceled)

31. (Currently amended) A computerized ~~server~~ appliance including software executing from a computer readable medium for assigning tasks to agents in a service center based on an agent skill set required to service individual tasks, comprising;

 means for determining the skill set that would be best suited for responding to the task in response to the task being prepared for service;

means for building a skill table of all available agents having skills at least partially matching the skill set determined to be best suited to service the task,

wherein the skill table is organized by skill sets that include all skills possessed by the agents;

means for determining from the skill table of available agents all agents qualified to service the task;

means for selecting an agent least qualified to service the task from the agents determined to be qualified to service the task .

32 - 36. (Canceled)